

June 3, 2020

Mr. Jean Kalbacher
Chief Executive Officer
UnitedHealthcare Community Plan - CRS
1 E Washington, Ste 900
Phoenix, AZ 85004

Dear Mr. Kalbacher:

Attached are the final results of the Encounter Data Validation studies for UnitedHealthcare Community Plan - CRS for Contract Year Ending (CYE) 2017. The review was conducted in accordance with Section D, Paragraph 65 of Contract YH14-0002 and the Encounter Data Validation Technical Document. The review scope included two sections: Acute study "A" for all professional services and the Acute study "B" for all facility services. The studies measured:

- Claims included in the Contractor's claim submission and encountered in AHCCCS' Prepaid Medical Management Information System (PMMIS) (Match) – reviewed for accuracy and timeliness.
- Claims included in the Contractor's claim submission but not encountered in PMMIS (NotEnc InCIm) – reviewed for omission.
- Encounters reported in PMMIS but not included in the Contractor's claim submission (InEnc NotCIm) – reviewed for omission from claim submission file.

A preliminary report was provided to allow the Contractor the opportunity to review and submit any additional information that may have affected the final error rate calculations. After considering the Contractor response, the results have been applied to the total population of "A" and "B" encounters.

For study "A" Match, there were 711,993 encounter/claim matches identified from a sample size of 724,908 claims; a subsample of 150 was randomly selected. AHCCCS manually compared the supporting information provided by the Contractor to the adjudicated encounters within PMMIS resulting in 1 accuracy error and 2 timeliness errors, yielding an overall error rate of 0.67% for accuracy and 1.33% for timeliness. For study "B" Match, there were 35,996 encounter/claim matches identified from a sample size of 39,511 claims; a subsample of 151 was randomly selected. AHCCCS manually compared the supporting information provided by the Contractor to the adjudicated encounters within PMMIS resulting in 0 accuracy errors and 2 timeliness errors, yielding an overall error rate of 0.00% for accuracy and 1.32% for timeliness.

For study "A" NotEnc InCIm, there were 12,915 possible omissions identified from a sample size of 724,908 claims; a subsample of 315 claims was randomly selected. AHCCCS manually compared the supporting information provided by the Contractor to the adjudicated encounters within PMMIS resulting in 1 omission error, yielding an overall error rate of 0.01%. For study "B" NotEnc InCIm, there were 3,515 possible omissions identified from a sample size of 39,511 claims; a subsample of 315 claims was randomly selected. AHCCCS manually compared the supporting information provided by the Contractor to the adjudicated encounters within PMMIS resulting in 5 omission errors, yielding an overall error rate of 0.14%.

Mr. Kalbacher
June 3, 2020
Page 2

For study “A” InEnc NotClm, there were 89,910 possible omissions identified from a sample size of 918,353 encounters; a subsample of 315 claims was randomly selected. AHCCCS manually compared the supporting information provided by the Contractor to the adjudicated encounters within PMMIS resulting in 98 omission errors, yielding an overall error rate of 3.05%. For study “B” InEnc NotClm, there were 3,449 possible omissions identified from a sample size of 45,308 encounters; a subsample of 315 claims was randomly selected. AHCCCS manually compared the supporting information provided by the Contractor to the adjudicated encounters within PMMIS resulting in 17 omission errors, yielding an overall error rate of 0.41%.

For each study, if the error rate falls below the acceptable rate of 5%, no sanction will be applied. The Contractor’s error rates and sanction amounts, if applicable, for each study are as follows:


STUDY	Error Rate	Sanction
A Match Accuracy	0.67%	\$0.00
A Match Timeliness	1.33%	\$0.00
A NotEnc InClm	0.01%	\$0.00
A InEnc NotClm	3.05%	\$0.00
B Match Accuracy	0.00%	\$0.00
B Match Timeliness	1.32%	\$0.00
B NotEnc InClm	0.14%	\$0.00
B InEnc NotClm	0.41%	\$0.00

Per the terms of the Contract, sanctions are not the Administration's exclusive remedy. In particular and without limiting possible future actions, if any legal action is brought against the Administration as the result of your non-compliance with the Contract, the Administration will seek compensation from you for any damages arising from such legal action including but not limited to the Administration's cost of representation as well as the cost of any attorneys' fees and costs payable to the party bringing the action.

Within 24 hours of receipt of this letter, the final workpapers for each study will be uploaded to the SFTP.

Thank you for your assistance with this Centers for Medicare and Medicaid Services (CMS) requirement. If you have any questions, please contact Linda Oakley at (602) 417-4308 or linda.oakley@azahcccs.gov.

Sincerely,


Meggan LaPorte (Jun 9, 2020 09:18 PDT)

Meggan LaPorte CPPO, MSW
Chief Procurement Officer
Division of Business and Finance
Mail Drop #5700

C: Lori Petre, AHCCCS



Douglas A. Ducey, Governor
Jami Snyder, Director
